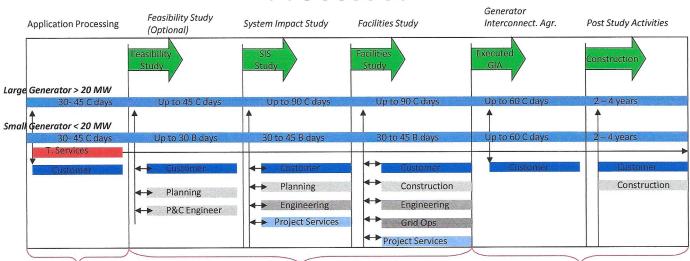
## EXHIBIT 41

## **Processes**



**Setting Customer Expectations** 

-Time required to fulfill request

-Standards and requirements

follow the FERC process

-Curing deficiencies

-QF's processed separately, but

-Period for agreement review/execution dependent on application jurisdiction, Oregon: 15 B Days, Utah/SGI: 30 B days, LGI: 30 C days

Managing the study process

-Study review period coincides with the following agreement execution period

## T. Services

- -Resource commitment across several organizations
- -Ownership of key decisions
- -Status updates on requests and key dates
- -Timely notification of issues

Managing Customer Expectations

- -Actual cost versus estimates
- -Ensuring QF's are getting proper attention